

TELECARE 24



Careline alarms you can trust

From just 35p per day

**"TeleCare24 cares for you or a loved one
24 hours a day." - Dr Hilary Jones**



"TeleCare24 are spearheading the use of technology to help you remain independent and safe in your own home.

The service is excellent value for money and I would personally recommend it"

A handwritten signature in blue ink, which appears to read "Dr Hilary Jones". The signature is fluid and cursive, written on a white background.



Recommended by professionals

A TeleCare24 personal careline alarm is ideal if you:

- Live alone or are at home alone for long periods
- Need medical assistance
- If you suffer a fall
- If you have unwanted callers

Rapid help at the touch of button



Remaining independent in your own home is really important, but it is equally vital that you can do so with the assurance that help is at hand if you need it.

A personal careline alarm from TeleCare24 will give you and your loved ones real peace of mind, especially when you know that our highly skilled operators are on hand 24 hours a day, 365 days a year. We are just the push of a button away!

Our stylish lightweight alarm unit is connected to your phone line and our pendant can be worn anywhere around the home, even in your garden!

Our service will provide cover wherever you are in the home, giving you total peace of mind.

Highly skilled operators on hand 24/7

The TeleCare24 UK Response Centre monitors careline alarms 24 hours a day, 7 days a week to give:

- **You and your family total peace of mind**
- **Personal security**
- **Independent living in your own home**

How does a TeleCare24 pendant work?

If you require assistance you just have to press the pendant worn either on your wrist or around your neck and you will be connected to one of our operators.

We will then speak to you via your careline alarm base unit to confirm what assistance you require. We will automatically know exactly who you are and where you live. You will be able to hear us even if you are in a different room in your home.

Once we know what your situation is we will summon the appropriate help. This could be one of your designated keyholders such as a relative or the Emergency Services.

Dont worry if you can't talk to us, we will summon immediate help to your home.

We will stay on the line with you to reassure you until help arrives.



Easy to install & use in your home

TeleCare24 dispatch your careline alarm within 24 hours of receiving your paperwork

- For a fee, TeleCare24 offer installation to all 23 million homes in the UK
- All our engineers are CRB checked and carry an ID card
- For added peace of mind why not have a Supra Keysafe installed too

Choose a simple pricing plan

MONTHLY PLAN

£2.99 PER WEEK (£3.59 including VAT*)

This plan is charged quarterly by Direct Debit. £45 Initial fee applies

ANNUAL PLAN

£ 129 PER YEAR (£ 154.80 including VAT*)

This plan is charged annually. £45 Initial fee applies

Add these options to your order:

- Careline alarm installation **£69**
- Extra careline pendant **£49**
- Supra Keysafe supply only **£59**
- Supra Keysafe supply & installation **£ 105**

Unbeatable value

* VAT EXEMPTION

If you are chronically ill or disabled, you may qualify for VAT exemption which means no VAT will be added to your payment plan. We will supply all the information you need when you apply for our service.

Some of your questions answered

Will my TeleCare24 careline alarm unit work if there is a power cut?

Yes. Your careline unit will still work as it has a battery back up which will power the unit for approximately 24 hours. (Please do not remove the batteries from your unit). The unit will automatically call through to the control centre a short while after the power supply has been disconnected or if you have a power cut. This means you will be able to speak to the operator even though the electricity supply is switched off.

What happens if I press my TeleCare24 careline alarm unit or pendant accidentally?

If you press either button by mistake just tell the operator when they speak to you that it is an accidental call and they will cancel it. The operator will be pleased that you are safe.

Why do I need a Supra Keysafe?

The main reason to order a Supra Keysafe is to ensure that in the event of an Emergency, authorised personnel can gain access to your home ensuring you can be taken care of as quickly as possible.

The Supra C500 Keysafe is the only Police Approved Keysafe in the UK and offers you the ultimate in protection with its LPS1175 level 1 accreditation, equal to a front door of the same standard.

You can order your personal careline alarm either by phone or securely online.

If you have further questions or would like to discuss your needs in more detail without obligation, contact our experienced careline team today.

Call Free: 08000 776904

or visit us at: www.telecare24.co.uk

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